

## CIGNA HEALTHCARE OF TENNESSEE, INC. .

Initially received a certificate of authority on 12/31/84 as HCA Care, Inc.

On 4/15/86, the name was changed to HCA Care of TN, Inc. On 11/12/86, the name was changed to

Equicor Health Plan, Inc. On until 7/1/91, the name was changed to CIGNA Healthplan of TN, Inc.

On 8/16/93, the name was changed to CIGNA HealthCare of Tennessee, Inc.

On October 29, 1998 Healthsource of Tennessee, Inc. (lic. 2/4/86 as Tennessee First, Inc.) merged into CIGNA

### LOCAL ADDRESS:

1000 Corporate Ctr. Suite 500 - Franklin, TN 37067 - (615) 595-3370

### CORPORATE ADDRESS:

1000 Corporate Ctr. Suite 500 - Franklin, TN 37067 - (615) 595-3370

### WEBSITE ADDRESS:

www.cigna.com

### Service Area by County

**West Tennessee Area:** Fayette, Shelby and Tipton  
**Middle Tennessee Area:** Cannon, Cheatham, Coffee, Davidson, DeKalb, Dickson, Franklin, Hickman, Macon, Marion, Maury, Montgomery, Overton, Robertson, Rutherford, Sequatchie, Smith, Sumner, Trousdale, Warren, Williamson, and Wilson  
**East Tennessee Area:** Anderson, Bledsoe, Blount, Bradley, Campbell, Carter, Clairborne, Cocke, Grainger, Greene, Hamblen, Hamilton, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, McMinn, Meigs, Monroe, Morgan, Polk, Rhea, Roane, Scott, Sevier, Sullivan, Unicoi, Union, and Washington

The Independent Review Organization for this HMO is Hays Plus and Medical Care Mangement Corporation.

IRO APPEALS	Number	Resolved	Resolved
	Requested	in favor of member	in favor of HMO
year ending 12/31/2006	3	3	0
year ending 12/31/2005	0	0	0
year ending 12/31/2004	2	1	1
year ending 12/31/2003	2	1	1
year ending 12/31/2002	0	0	0
year ending 12/31/2001	2	2	0
year ending 12/31/2000	2	1	1
year ending 12/31/1999	0	0	0

If you have a complaint about your CIGNA HMO, please call the number printed on your ID card.

## HMO GRIEVANCE STATISTICS

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2006

of the grievances reported **56%** were resolved successfully  
of the grievances reported **44%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service	56	9	9	0	9
2) claim payment/amount of payment	127	19	19	9	10
3) contract terms and conditions	22	147	147	101	46

4) other	1841	236	236	123	113
<b>TOTAL</b>	<b>2046</b>	<b>411</b>	<b>411</b>	<b>233</b>	<b>178</b>

#### NUMBER OF GRIEVANCES/INQUIRIES FOR 2005

of the grievances reported **43%** were resolved successfully  
of the grievances reported **57%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	69	135	135	47	88
2) claim payment/amount of payment	4742	33	33	13	20
3) contract terms and conditions	145	89	89	46	43
4) other	3043	171	171	127	44
<b>TOTAL</b>	<b>7999</b>	<b>428</b>	<b>428</b>	<b>233</b>	<b>195</b>

#### NUMBER OF GRIEVANCES/INQUIRIES FOR 2004

of the grievances reported **55%** were resolved successfully  
of the grievances reported **45%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	67256	107	107	31	76
2) claim payment/amount of payment	118402	55	55	24	31
3) contract terms and conditions	56156	217	217	93	124
4) other	31960	195	195	111	84
<b>TOTAL</b>	<b>273774</b>	<b>574</b>	<b>574</b>	<b>259</b>	<b>315</b>

#### NUMBER OF GRIEVANCES/INQUIRIES FOR 2003

of the grievances reported **56%** were resolved successfully  
of the grievances reported **44%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	48220	94	94	23	71
2) claim payment/amount of payment	189213	47	47	23	24
3) contract terms and conditions	262039	211	211	85	126
4) other	51707	147	147	89	58
<b>TOTAL</b>	<b>551179</b>	<b>499</b>	<b>499</b>	<b>220</b>	<b>279</b>

#### NUMBER OF GRIEVANCES/INQUIRIES FOR 2002

of the grievances reported **46%** were resolved successfully  
of the grievances reported **54%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	56499	34	34	17	17
2) claim payment/amount of payment	255148	18	18	6	12
3) contract terms and conditions	239945	63	63	39	24
4) other	110860	93	93	50	43
<b>TOTAL</b>	<b>662452</b>	<b>208</b>	<b>208</b>	<b>112</b>	<b>96</b>

#### NUMBER OF GRIEVANCES/INQUIRIES FOR 2001

of the grievances reported **52%** were resolved successfully  
of the grievances reported **48%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	128	105	105	50	55

2) claim payment/amount of payment	2966	110	110	26	84
3) contract terms and conditions	784	93	93	85	8
4) other	2934	1643	1643	763	871
<b>TOTAL</b>	6812	1951	1951	924	1018

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2000**

of the grievances reported **58%** were resolved successfully  
of the grievances reported **42%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	1702	22	22	16	6
2) claim payment/amount of payment	18138	108	108	18	96
3) contract terms and conditions	2633	13	13	9	4
4) other	1078	719	714	319	394
<b>TOTAL</b>	<b>23551</b>	<b>862</b>	<b>857</b>	<b>362</b>	<b>500</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 1999**

of the grievances reported **56%** were resolved successfully  
of the grievances reported **44%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	573	21	21	0	21
2) claim payment/amount of payment	5,318	163	163	80	83
3) contract terms and conditions	4,594	505	505	371	134
4) other	2,279	652	652	139	514
<b>TOTAL</b>	<b>12,764</b>	<b>1,341</b>	<b>1,341</b>	<b>590</b>	<b>752</b>

**NUMBER OF GRIEVANCES/INQUIRIES FOR 1998**

of the grievances reported **41%** were resolved successfully  
of the grievances reported **59%** were resolved adversely

<b>CATEGORY</b>	<b>Number of Inquiries to the HMO</b>	<b>Number of written grievances</b>	<b>Number of resolved grievances</b>	<b>Number of adverse decisions</b>	<b>Number of successful resolutions</b>
1) availability/delivery of service	664	2	2	0	2
2) claim payment/amount of payment	771	188	188	158	30
3) contract terms and conditions	136	292	292	116	176
4) other	122	127	127	85	42
<b>TOTAL</b>	<b>1,693</b>	<b>609</b>	<b>609</b>	<b>359</b>	<b>250</b>

**PLEASE NOTE:** an adverse decision indicates the decision was against member, not that the HMO was incorrect  
a successful resolution means the grievance was resolved to the members satisfaction

**12 YEAR MEMBER ENROLLMENT STATISTICS**

<b>Year</b>	<b>Individual Members</b>	<b>Medicare members</b>	<b>Group members</b>	<b>Number groups</b>	<b>TOTAL members</b>	<b>Average Annual</b>
ending 12/31/06	12	0	98,537	483	98,369	76,877
ending 12/31/05	0	0	79,368	450	79,368	60,008
ending 12/31/04	0	0	85,583	178	85,583	73,991
ending 12/31/03	9	0	85,390	324	85,399	81,115
ending 12/31/02	14	0	72817	347	72831	69138
ending 12/31/01	15	0	83,949	365	83,406	83,949
ending 12/31/00	16	2,827	101,667	334	101,683	106,596
ending 12/31/99	15	2,995	362,613	1,253	365,623	365,457
ending 12/31/98	164	2,358	315,957	1,518	318,479	319,472
ending 12/31/97	159	340	301,794	1,390	302,293	290,378
ending 12/31/96	100	0	251,404	1,253	251,504	234,583
ending 12/31/95	92	0	151,758	904	151,850	171,156
ending 12/31/94	38	0	143,323	655	143,361	117,736